



LEAD TECHNICIAN II: JOB DESCRIPTION

Classification: Full-time, Salaried, Exempt

Annual Compensation: Lead Technician II - \$55,000-\$67,500

Benefits: Medical, STD, and \$20K Life Insurance for Employee (Family Medical, Dental, additional Life Insurance, and LTD are available for additional employee-paid premiums)

Paid Time Off (PTO): 120 hours annually to start, accrued bi-weekly, plus 10 paid holidays

Reports to: Manager and/or VP

LEAD TECHNICIAN II

Role	Role Responsibilities
IT Team Lead	<ul style="list-style-type: none"> • Primary job functions typically require exercising independent judgment and creative thinking • Design and configure account technical solutions <ul style="list-style-type: none"> ❖ Perform project administration duties on large projects for complex clients (responsible for ensuring day-to-day project tasks are appropriately delegated and completed) ❖ Perform project management duties on small projects (assume responsibility for overall project planning, task assignments, timely completion, and final QA) • Effectively delegate tasks to lower level technicians to meet account service goals • Notify SDM and Help Desk Dispatch to identify which contractors are preferred or restricted from an account • Provide input on technician performance assessments • Train and mentor team members (technicians, managers and clients) • Communicate regularly with other team members about technology issues affecting systems operations and client workflow/production • Complete other duties as assigned
Client IT Administrator	<ul style="list-style-type: none"> ❖ Responsible for overall management and stability of client technology, leading larger teams at more technically complex clients than LT I • Act as primary client contact on day-to-day technology issues • Identify and understand client user personalities and office processes, and incorporate into recommended technical solutions to maximize benefit to client • Develops design configurations and equipment list (to include part numbers, required options, quantities), provides to SDM for orders • Update site configuration documentation after site configuration changes • Site/Systems Level troubleshooting for issues impacting entire site/critical services • Level 3 technical escalation (phone support) for Helpdesk • Implement account technology projects & solutions • Complete required documentation of technology checklists, changes in network design, and changes/upgrades of ALL hardware/software per RWA procedures • Complete other duties as assigned
Research	<ul style="list-style-type: none"> • Read technology journals, articles, web sites, etc., WEEKLY to keep knowledge up-to-date • Watch for, implement & integrate new technologies to improve account service • Develop Standardized Service Delivery methods and/or forms • Research technology changes and industry 'best practices'

❖ Elements that appear in blue with the preceding bullet are those that differentiate a Lead Tech II from a Lead Tech I.



Qualifications	
Required Education and Experience	<ul style="list-style-type: none"> • High School Diploma or GED • 2-year degree from either a community college or a technical training institution, or equivalent military experience ❖ 60 months Microsoft system administration (client and server platforms) in multi-server environments with enterprise level applications • Additional experience MAY substitute for the required education at the discretion of management ❖ MCSE or equivalent (7 certifications, one of which must be in Exchange) ❖ Exchange implementation and administration • Good technology research, writing, and scripting skills • Good customer service skills, especially in dealing with challenging clients
Preferred Education and Experience	<ul style="list-style-type: none"> • Bachelor's degree in Information Systems or related field • Relevant non-Microsoft certifications (Cisco, Fortinet, etc., especially security) • Experience with technology in health care organizations or small business environments
Evaluation Areas	Evaluation Criteria
Behavioral Expectations	<p>Every employee will be evaluated on the way their work performance and behavior with clients and other team members embodies the RWA core values:</p> <ul style="list-style-type: none"> • Versatility • Accountability • Long-term Relationships • Uncompromising Ethics • Empowerment • Spirit
Performance Expectations	<p>Employees will be evaluated on the degree to which they successfully carry out the job duties outlined above. Additional criteria will be:</p> <ul style="list-style-type: none"> • Posting at least 2 Tech Tips per year based on personal research • Posting at least 1 Med-Tech Wiki pages per year • Adherence to RWA corporate policies and procedures as outlined in your employee handbook • Degree to which employee meets goals and objectives as stated on prior review • Maintain certifications achieved
Incentives	
Bonus Potential	<p>Discretionary Bonuses may be awarded for the following efforts above and beyond the basic job description:</p> <ul style="list-style-type: none"> • Additional training and certifications • Performance excellence • Project profit-sharing for extra hours worked with efficiency and quality on special projects
Advancement	
	<p>To advance to an SDM I, Technology Consultant, or a Technical Architect:</p> <ul style="list-style-type: none"> • Satisfy job description requirements for desired position • Receive an average rating of 3.5 or higher on last performance review as Lead Technician • Have at least 18 months of experience at RWA as a Lead Technician II

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